

## **Freedom of Information – Response – 27210**

*Unless otherwise stated, please provide figures covering the period 1 April 2025 to 31 March 2026.*

### *Print and Postal Communications*

*1. The total number of letters sent by the authority.*

406,136

*2. Of these letters:*

*o a. Number sent via 1st class post*

46,620

*o b. Number sent via 2nd class post*

351,607

*3. The number of letters printed and posted in house.*

Unknown

*4. The number of letters sent via a hybrid mail service.*

*5. If hybrid mail is used:*

*o a. The name of the hybrid mail provider (e.g. Whistl, UK Mail, etc.).*

*o b. The date the current arrangement was agreed.*

*o c. The contract expiry date (if applicable).*

N/A

### *Digital Communication Portals*

*6. The number of digital communication portals currently operated by the authority.*

3

*7. The name(s) of the digital portal provider(s).*

1. Liquidlogic LCS; Liquidlogic EHM

2. Provider Portal

*8. For each digital portal:*

*o a. The month and year it went live*

November 2018

*o b. The number of citizens registered*

1. 88,233 - (combined with Adult Social Care/single IDP, cannot split)

2. n/a

*o c. The approximate number of communications sent via the portal during the period.*

1. Forms - 110204; Messages - cannot report

2. n/a

9. The preferred framework used (if any) for procuring digital communication platforms.  
G Cloud 14.

*Digital Transformation and Channel Mix*

10. Please state whether the authority has an active digital transformation programme relating to citizen communications (yes/no).

No

11. Whether the authority uses email as an outbound communication channel for residents (yes/no).

Yes

*Responsible Roles*

12. The name of the Manager responsible for:

• a. *Print and post management*

Lee Johns C Vertas Finance

• b. *Parking services*

The information you requested is not held by Suffolk County Council.

If you have not already done so, then you may wish to write to the Borough and District Councils of Suffolk:

• Babergh Mid Suffolk District Council

[Freedom of Information - Babergh District Council - babergh.gov.uk / midsuffolk.gov.uk](http://www.babergh.gov.uk)

• East Suffolk

[https://www.eastsuffolk.gov.uk/home/SearchForm/?url=/home/SearchForm&Search=freedom+of+information&fo=8&action\\_results=Go](https://www.eastsuffolk.gov.uk/home/SearchForm/?url=/home/SearchForm&Search=freedom+of+information&fo=8&action_results=Go)

• West Suffolk

<https://www.westsuffolk.gov.uk/Council/Data-and-information/freedom-of-information.cfm>

• Ipswich Borough Council

<https://www.ipswich.gov.uk/search?s=freedom+of+information>

• c. *Accounts payable*

[Andy.Plummer@suffolk.gov.uk](mailto:Andy.Plummer@suffolk.gov.uk)

• d. *Digital transformation*

Mark.Burgess@suffolk.gov.uk

13. For each role above, please provide a Specific email address where available.  
Please see above.

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